

# TTY (Text Telephone)

People who are deaf, hard of hearing, DeafBlind, or have a speech disability are able to use a TTY to place or receive calls to or from anyone.

Using a TTY (text telephone), a person dials 7-1-1 to place a call. When connected, the TTY user types the phone number of the person to call to the relay operator, who then dials that number. The operator types the other party's spoken words to the person using the TTY and voices the TTY user's text.



## How Relay Works



TTY User

Jane dials 7-1-1 and types the telephone number to operator. Call is connected. Jane types "Hi, Mary, how are you?"

1

Relay Operator reads Jane's message and voices the message for Mary.

2



Other user

Jane reads Mary's reply.

5

Mary hears message and voices her response, "Hi, Jane!"

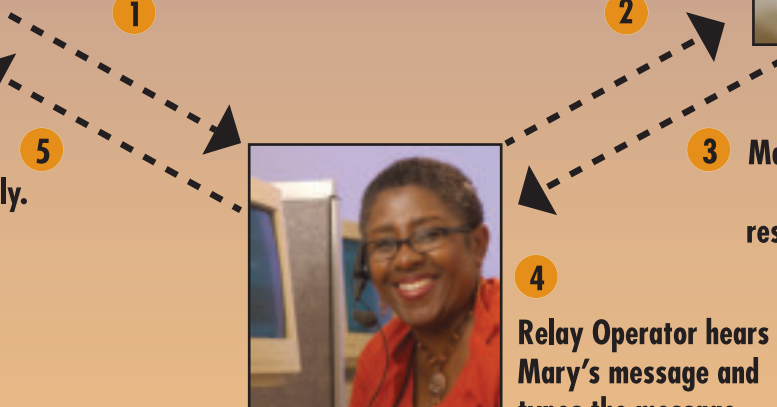
3



OPR

4

Relay Operator hears Mary's message and types the message for Jane.



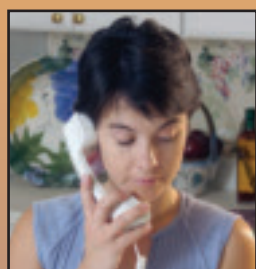
## **STS** (Speech-to-Speech)



People who have a mild to moderate speech disability are able to place telephone calls with the support of a specially-trained operator who revoices their words as needed.

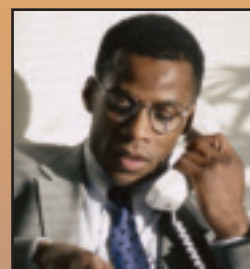
Using a standard phone, the person with a speech disability dials Maryland Relay's Speech-to-Speech number. STS operators are specially trained to listen and understand a variety of speech patterns. The person with a speech disability hears the whole conversation and may choose to have his or her voice heard by the other party. Some STS users choose to have the relay operator assist only when needed.

### ***How STS Works***



*Speech Disabled User*

**Everyone can speak to each other.**



*Voice User*



*OPR*

**The role of the OPR in this type of call is to re-voice what the STS user says to the voice user when necessary.**

# CTS (Captioned Telephone Service)



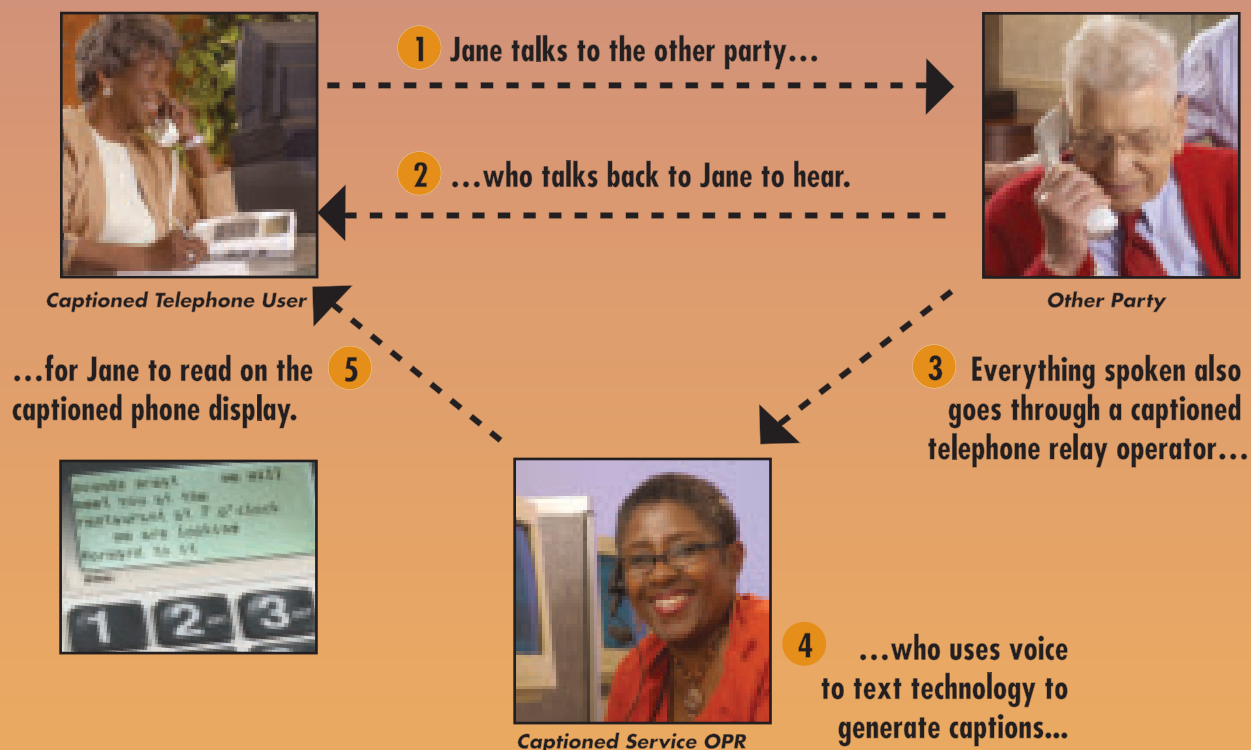
People who are hard of hearing or deaf and have understandable speech are able to communicate on the phone with the support of captions. People who use the Captioned Telephone Service enjoy using it because it allows for a more natural conversation.

Using CTS, a person is able to talk directly to the other party. While listening on the captioned phone, a captioned phone user will simultaneously receive captions of what is being said. CTS operators use voice-to-text technology to generate captions for the call.

Captioned phones can be used in one- or two-line mode. In one-line mode, calls to the captioned phone user must be placed through the captioning service in order to receive captions for incoming calls in. In two-line mode, the captioning service is automatically connected for both incoming and outgoing calls.

Captioned telephones and the captioned telephone service are available in Maryland to qualified residents.

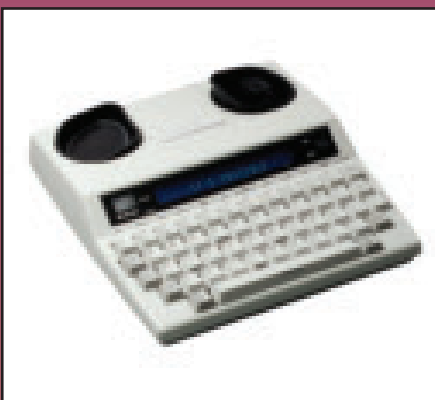
## How Captioned Telephone Works



# **MAT** (Maryland Accessible Telecommunications)



The Maryland Accessible Telecommunications (MAT) program provides free assistive telephone equipment to qualified Maryland residents. There are many devices available such as amplified or captioned telephones, Braille and standard TTYs, hands-free phones or memory dialers. Customers will receive a free assessment to determine the best telephone for their needs. Equipment training and installation can be provided at no cost.



**MAT**  
*A wide variety of equipment*  
is available to meet your  
**communication needs.**

## **ALWAYS ON,** Always Trusted

Maryland Relay can keep you connected to anyone over the telephone network, worldwide, 24/7/365. Maryland Relay operators process your calls and, by law, maintain strict confidentiality. Maryland Relay is always available. There is no limit on the numbers of calls placed, or their duration. No set-up fee is charged and local calls are free. Long distance charges are billed by the caller's chosen long distance provider. If no provider has been registered, charges will be processed at Maryland Relay's current long distance rate.

***Please complete a Customer Profile form to register your long distance provider today.***

### **How to Place a Call through Maryland Relay**

**From** TTY User: 1-800-735-2258 Or Dial 7-1-1

**To** TTY User: 1-800-201-7165 Or Dial 7-1-1

### **You may qualify for a free TTY from the MAT program.**

The MAT program distributes free telephones and other assistive telephone devices to qualified applicants who have difficulty using a standard phone.

### **To Learn More**

About Maryland Relay, Captioned Telephone, or the MAT program:

**Call:** 1-800-552-7724 (Voice/TTY)

1-866-475-4899 (VP)

**E-Mail:** [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

**Visit:** [www.mdrelay.org](http://www.mdrelay.org)

**Write:** Maryland Relay/MAT Program  
301 West Preston Street, Suite 1008A  
Baltimore, MD 21201

*To request this information in an alternative format, please contact Maryland Relay Customer Service at 800-552-7724 (V/TTY).*



STATE OF MARYLAND  
DEPARTMENT OF INFORMATION TECHNOLOGY

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***Please call CapTel Customer Service at 888-269-7477  
to register your long distance provider today.***

### **How to Place a Call through Maryland Relay**

**To** or **From** a Captioned Telephone User: 1-877-243-2823 Or 7-1-1

### **You may qualify for a free captioned telephone from the MAT program.**

The MAT program distributes free telephone equipment and other assistive devices to qualified applicants who have difficulty using a standard telephone.

### **To Learn More**

About Maryland Relay, Captioned Telephone, or the MAT program:

**Call:** 1-800-552-7724 (Voice/TTY)

1-866-475-4899 (VP)

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### How to Place a Call through Maryland Relay

**From** STS User: 1-800-785-5630 Or Dial 7-1-1

**To** STS User: 1-800-201-7165 Or Dial 7-1-1

### To Learn More

About Maryland Relay, Captioned Telephone Service, or the MAT program:

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## DO I QUALIFY for MAT?

To be qualified for MAT, you must:

- Be a Maryland resident
- Be at least 5 years old
- Be receiving disability benefits (or can prove a limited income)
- Have difficulty using a standard telephone due to a disability
- Have landline telephone service in your home

It's easy to apply to the MAT program. You can call our office or visit our website for an application. Please send a copy of your benefit award letter from the Social Security Administration, or other proof of income.

**To learn more about the MAT program or receive an application:**

**Call:** 1-800-552-7724 (Voice/TTY)

1-866-475-4899 (VP)

**E-Mail:** [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

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